

Lila HANSEN  
1979 Seville Street  
Santa Rosa CA 95403

Sep 5th 2018

Via ECFS  
Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12th Street, S.W.  
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to  
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

I am opposed to the U.S. Telecom petition. Their position is a step backward. More competition is needed not less. With less competition the consumer will suffer both in service and in price.

I presently use a smaller company than the likes of AT&T for their excellent service - something I never received when using the bigger companies. My company, Sonic.Net, have knowledgeable people working there who know immediately how to solve my problems.

The bigger companies, several of which I used formerly, I found had unqualified or foreign people working for them. People who could not solve my problems or whose foreign personnel had not enough command of the English language to understand me or for me to understand them. Big companies hire foreign help to save money, not to give the customer service. Big companies have more customers and demand more help making it difficult for them to hire qualified people. Thus, the bigger the company the worst the service is to the customer. That has been my experience.

Since smaller, local companies often provide better service, I do not wish to be stuck with just one or two companies from which to choose. Let the competition flow. Let the smaller companies that often serve us better to compete.

Lila HANSEN